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May 29, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

The United Way of Central Virginia hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. United Way of Central Virginia is limiting its comments to the status of 2-1-1 service in Virginia.

United Way of Central Virginia has 13 employees with 2.5 staff totally dedicated to 2-1-1 VIRGINIA. Since February 10, 2006, 2-1-1 VIRGINIA – Central Region has provided 2-1-1 service to Planning Districts 11 and 12 including 8 counties and 3 cities reaching a population of 479,000. The database of service providers used for making referrals has listings for over 3,800 agencies and programs. In 2006 our 2-1-1 call center received 5,171 calls asking for information and referrals. Since launching 2-1-1 service, United Way of Central Virginia, 2-1-1 VIRGINIA – Central Region has experienced an increase of 6% in phone calls.

The most common reasons clients give for calling 2-1-1 VIRGINIA financial assistance for rent, utilities and prescriptions; referrals from other agencies to locate services they do not provide, legal assistance, government agency numbers that are hard to locate and clients who are not sure what services are available to help them. 2-1-1 VIRGINIA worked with the American Red Cross to provide immediate resource information when tornado destroyed homes in the area

The 2-1-1 VIRGINIA – Central Region has worked closely with community partners, including Lynchburg Community Action Group, The Salvation Army and Interfaith Outreach, and devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services and to support . We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Marc Jordan". The signature is fluid and cursive, with a long, sweeping underline.

R. Marc Jordan

President and CEO